

Contract Quality Assurance

- Responsibility of the contractor IAW PWS Part IV
- Contractor determines methodology for measuring performance and documenting
- Contractor makes performance data available to QAP for validation
- Contractor determines compliance and supports payment of BMS and EMS Award Fee Services
- Contractor submits BMS and Quarterly Award Fee assessment and documentation to AFRB
- QAP reviews contractor submissions made to AFRB/FDO and provides comments/concurrence

Quality Assurance BMS Services



- Performance during the rating period is either Acceptable/Unacceptable
 - If unacceptable, CDR or Cure notice release is imminent
- 100% of all BMS monthly services must be performed by the contractor
- Contractor BMS checklist showing completion submitted with monthly BMS invoice

Contractor Quality Assurance Plan



- Prepared and submitted with the offeror's technical proposal
- Outlines plan, document collection methodology and storage of information
- Addresses each element of BMS/EMS services
- Outlines QAP/Government access procedures to allow validation

Quality Assurance EMS Services



- Contractor prepares Quarterly Award Fee Recommendation with support documents
- Submits Award Fee request to AFRB/FDO for evaluation (based on rating criteria)
- AFRB considers contractor request and input from the QAP on validation of contractor data
- Award Fee Decision
- Contract Modification to apply Award Fee funds

Quality Assurance Surveillance Plan (QASP)



- **Provides a systematic method to evaluate technical performance of BTS contractor**
- **Based upon QAP personnel validating contractor data as it is being developed**
 - **Use same data as the contractor**
- **Based on premise that contractor's responsible for management and quality control actions required to meet terms of contract**
- **Based on validation of contractor performance data**

Elements Of The QASP



- **Ensure the government receives acceptable contractor performance**
- **Outlines Contractor responsibility for quality control**
- **Provides Government “insight” on contractor performance**
- **Minimizes inspection or oversight by the Government**

Elements of the QASP (Cont)



- **How acceptance of services occurs**
- **Comply with AF regulatory requirements**
- **Tailored to the particular contract**
- **Describe how past performance information is captured and documented**

Contents Of The QASP



- **QASP purpose**
- **Roles and responsibilities**
- **Methods of surveillance**
- **Action for unacceptable performance**
- **Certification of services**

Contents of the QASP (Cont)

- Identification of types of work to be performed
- Quality assurance reporting forms
- Analysis of surveillance results
- Performance objectives and thresholds
- Procedures for surveillance of non-SDS items





Use Of The QASP

- **Prime responsibility of QAP**
- **Method of surveillance determines how QAP will evaluate contractor's performance**
- **Documenting surveillance**
 - **Document surveillance as it is accomplished**
 - **Use quality assurance monitoring form**

Use of the QASP (Cont)



- **Unacceptable results**
 - **If government actions caused unacceptable performance, take steps to prevent it in the future**
 - **If not government caused, contractor should be informed during validation at the time of occurrence**
 - **If the contractor disputes the results of the surveillance, refer them to the CO**

Non-SDS Items



- **The government retains the right to inspect any item included in the contract**
- **List procedures for validation of non-SDS items in the QASP**
- **Rely on the contractor's documentation for findings**

Summary



- Contractor documents and supports performance ratings
- QAP validates contractor data or randomly reviews performance elements
- QASP establishes mutual understanding on how contract will be monitored
- BMS tasks are “must do” items every month
- EMS tasks are “quantifiable and measurable” to determine level of achievement or compliance